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Religious and Cultural Literacy in Emergencies

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For information regarding the EMR-ISAC visit www.usfa.dhs.gov/emr-isac or contact the EMR-ISAC office at: (301) 447-1325 and/or emr-isac@fema.dhs.gov.

The InfoGram

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April Brings Number of Significant Anniversaries

April is upon us and with it a number of nationally-known anniversaries and dates that hold significance to various [domestic extremist groups](#). The number has grown in the past 20 years as some extremists use these dates to carry out more acts of violence.

- April 12, 2014 – Armed confrontation at Bunkerville, Nevada;
- April 15, 2013 – Boston Marathon Bombing;
- April 16, 2007 – Virginia Tech Shooting, Blacksburg, Virginia;
- April 19, 1993 – Branch Davidian siege ends in Waco, Texas;
- April 19, 1995 – Oklahoma City Bombing;
- April 20, 1999 – Columbine High School Shooting, Littleton, Colorado;

The birth date and death date of Adolf Hitler both also fall in April, as does tax day. These dates also hold significance to select extremist groups.

Domestic terrorism acts can happen at any time, any month. All first responders should remain vigilant throughout this month and the whole year while also keeping citizens constitutionally-protected rights of assembly and freedom of speech in mind.

(Source: [FBI](#))

Are Your Employees Willing to Sell Their Password?

[One in four employees in the United States would be willing to sell their work passwords](#), a recent international study shows. The United States scored significantly higher than the other five countries with 27 percent of those polled saying they would be willing to sell their log in information, some people for less than \$1000.

Stories of hacked company and government networks are in the news nearly daily with the focus often on stopping an outside attack. Insider threats are a real security concern, too, though many companies trust their employees and do not address it. In addition to the disturbing statistic above, another study shows [insider threat cases account for 23 percent of cybercrime incidents](#).

All it takes is one disgruntled employee or one bad day for a good employee to decide to “punish” the company, and with decreasing employee loyalty due to frequent job changes, the threat is bigger than ever. The Multi State Information Sharing and Analysis Center says [“Insiders can pose a significant threat to SLTT Governments”](#) (PDF, 612 Kb). Agencies and businesses operating within the Emergency Services Sector

The InfoGram is distributed weekly to provide members of the Emergency Services Sector with information concerning the protection of their critical infrastructures.

should [take steps to address this problem](#), as the records and information in your care is often of a sensitive or personal nature.

- Tighten network security;
- Enact policy addressing use of personal devices on the job;
- Swiftly remove employee system access after a separation of duty;
- Ensure all grievances are addressed, limiting reasons for retribution.

(Source: [MS-ISAC](#))

Webinar: Critical Role of 9-1-1 Operators

To bring more awareness to the important role 9-1-1 operators play in the day-to-day emergencies people have, the second week in April is designated as [National Public Safety Telecommunicators Week](#). This year the week to honor and support emergency telecommunicators falls on April 10-16, 2016.

The homepage for National Public Safety Telecommunicators Week has resources for local promotion, including media outreach and press releases, a formal proclamation sample, and a template letter to public officials. There are also ideas for fun activities you can plan for the week.

The site also requests personal stories about 9-1-1 work. First person accounts of great days, good calls, why you chose 9-1-1 as a career, or anything interesting or worthwhile about work at an emergency communications center. These touching and amusing stories validate the hard work and time 9-1-1 operators put in every day.

This year, the International Public Safety Association is hosting a [webinar on the heavy responsibilities of the 9-1-1 call taker/dispatcher](#) on Friday, April 15 from 12 p.m. to 1 p.m. Eastern. The information shared during this event is to help remind us we need to make sure to include them in training drills and after-action reviews. It is a great opportunity to reflect on the importance of the 9-1-1 call taker/dispatcher and to understand their vital role in public service as the first, first responder. Please register for this webinar.

(Source: [IPSA](#))

Religious and Cultural Literacy in Emergencies

The Emergency Management Institute (EMI) is offering a new self-paced independent study course for anyone who may respond to disasters. "[Religious and Cultural Literacy and Competency in Disaster](#)" explores how religions and cultural communities react to emergencies and disasters, how their diversity can strengthen emergency management capabilities, and protective laws regarding these groups.

Developed to support partnerships between first responder and faith-based organizations, the course will enable disaster workers to more effectively meet the needs of their community.

This web-based course requires approximately 5 hours to complete. There is a test at the end, and it carries 0.5 Continuing Education Unit credits. The course is one of nearly 200 courses available through the Federal Emergency Management Agency's Independent Study program.

(Source: [EMI](#))

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For information specifically affecting the private sector critical infrastructure contact the [National Infrastructure Coordinating Center](#) by phone at 202-282-9201, or by email at nicc@dhs.gov.